

Safe Workplace Restart Essential Behaviors Accelerator Checklist

Focus Areas

Getting and keeping your organization fully functioning during the pandemic requires your employees to rapidly adopt new behaviors and be flexible to organizational change. Your employees' ability to do that depends on your success in these three focus areas.

COVID Training: Keep Employees Healthy and Your Business Open

To avoid spreading the disease to coworkers and family, employees need to be adequately trained on what behaviors to adopt and be provided with long-term support to stick to these new behaviors. Without clear, engaging training that employees buy into, you risk getting shut down by OSHA or sued by your employees.

Cross Training: Ensure Business Continuity

As you look down the road 3, 6, 12, or 18 months from now, what happens when key employees don't or can't show up to work due to the virus? Absences can make it difficult or impossible for your organization to function. Prepare now by identifying the positions/functionality that are essential and creating/implementing a cross training plan, so that others can step in to fill these gaps in a moment's notice. If you don't do this, you are at the whim of the virus. You are crossing your fingers and hoping that nothing bad is going to happen to your organization.

Communication: Unite Employees Behind Company Performance

Having employees show up for work isn't enough if they're afraid and resentful. Inspire and inform your employees with timely and transparent communications that unite them behind your vision, increase their trust in your leadership, and get them all rowing the boat in the same direction.

Plan Stages

	Description
Ready	<p>Your Safety Workplace Rapid Restart can be developed remotely.</p> <ol style="list-style-type: none"> 1. Evaluate current gaps in knowledge and behavior 2. Prioritize behavior based on risk posed to organization 3. Prepare for unplanned absences and closures 4. Prioritize cross training needs 5. Identify key communication points 6. Develop Communication Plan
Set	<p>Once you've identified your needs and clarified your goals</p> <ol style="list-style-type: none"> 1. Create training materials 2. Deliver training remotely where possible 3. Contact employees in roles that require cross training 4. Contact employees who will be cross trained 5. Begin delivery of communication messages 6. Establish employee feedback channel
Go	<p>As employees return to work</p> <ol style="list-style-type: none"> 1. Provide first day/hands on training 2. Set expectations for implementing new behaviors 3. Schedule cross training opportunities 4. Deliver cross training 5. Continue communications 6. Solicit employee feedback
Steady	<p>The results happen with your followup. Stay the course and continue your initiatives.</p> <ol style="list-style-type: none"> 1. Launch behavior changes challenges 2. Provide mini training refreshers 3. Track cross training progress 4. Revisit employees' cross training fluency 5. Communicate organizational commitment to behaviors 6. Provide transparent situation updates

Checklist

	COVID Training	Cross Training	Communication
Ready	<ul style="list-style-type: none"> ❑ Identify key behaviors ❑ Match employees to key behaviors ❑ If employees are returning to work, identify training they can do virtually & followup with in person ❑ Identify barriers to implementing key behaviors and resolve them 	<ul style="list-style-type: none"> ❑ List positions and work processes ❑ Chart existing employee fluency for each position and process ❑ Prioritize for mission critical processes ❑ Identify positions or processes with insufficient coverage in case of absences 	<ul style="list-style-type: none"> ❑ Clarify who contributes to and approves communications ❑ Identify key communication messages and points ❑ Choose communication channels to reach all employees ❑ Identify points of entry/gathering points that need signage
Set	<ul style="list-style-type: none"> ❑ Decide where and how employees need to access training ❑ Create training according to adult learning principles ❑ Document training content so it can be delivered by any member of the organization ❑ Schedule training dates 	<ul style="list-style-type: none"> ❑ Identify number of employees needed to ensure redundancy ❑ Determine level of knowledge required and how to assess that level of knowledge is achieved ❑ Contact employees in targeted positions to facilitate cross training. 	<ul style="list-style-type: none"> ❑ Write email series ❑ Write and record video messages ❑ Create and print signage ❑ Calendar communication cycle ❑ Record communication videos ❑ Establish employee feedback channel
Go	<ul style="list-style-type: none"> ❑ Deliver training: In person, virtual, and/or on demand ❑ If in person, ensure location meets social distancing requirements ❑ Document attendance ❑ Solicit employee feedback on effectiveness and clarity of training 	<ul style="list-style-type: none"> ❑ Develop rapid onboarding/cross training strategy to meet minimum viability goals ❑ For each position/process identify training method ❑ Identify employees to cross train ❑ Schedule cross training sessions 	<ul style="list-style-type: none"> ❑ Install signage ❑ Send communications ❑ Seek and monitor employee feedback ❑ Provide clear direction on appropriate actions and responsibilities
Steady	<ul style="list-style-type: none"> ❑ Identify barriers to implementing key behavior and resolve them ❑ Provide Habit Challenges to ensure adoption of key behaviors. ❑ Reinforce training via learning snacks at daily meetings ❑ Update training when new S.O.P's are created 	<ul style="list-style-type: none"> ❑ Monitor training schedule ❑ Update employee fluency charts with trained/competent employees ❑ Revisit employee fluency chart to identify next critical positions and processes to target ❑ Schedule next phase 	<ul style="list-style-type: none"> ❑ Ensure communications provide transparent and timely status reports ❑ Host regular Q&A calls or in person huddles to keep aware of employee concerns ❑ Reinforce vision, mission and purpose

How We Can Help

	Description
Ready	<p>Training Audits</p> <p><i>We can help you take stock of your current situation, so you are clear on the actions you need to take.</i></p> <ul style="list-style-type: none"> * Identify and prioritize key behaviors for training * Review existing training material * Review communication plan and materials
Set	<p>Training Development</p> <p><i>We can help you develop a comprehensive training plan that targets your key behaviors.</i></p> <ul style="list-style-type: none"> *Improve existing training to ensure comprehension and application *Incorporate strategies that ensure employees adopt these key behaviors *Provide training that can be delivered by any member of your organization
Go	<p>Training Delivery</p> <p><i>Our training can be designed to be delivered in person, on demand, or virtually by our team or yours.</i></p> <ul style="list-style-type: none"> *Training manuals and handouts for participants and instructors *Online on demand training on our LMS or yours *Tracking attendance and participation
Steady	<p>Training Application</p> <p><i>A successful training program that results in actual behavior change happens after the training has ended.</i></p> <ul style="list-style-type: none"> * Learning snacks * Habit Challenges * Communication plans